



Senior Whole Health works with MassHealth and Medicare in a new program called Senior Care Options, designed just for low-income seniors. Our company was built by local, experienced people in Massachusetts committed to helping people 65 or older and eligible for MassHealth.

- **There are no premiums or copayments for services or prescriptions**
- **All the services of MassHealth and Medicare are included, including dental and vision coverage**
- **The program is completely voluntary**
- **Each member has their own nurse**
- **Support is available in 24 hours a day, 7 days a week in all languages**

This program is unique, serving seniors who live at home, in assisted living or nursing homes, helping them to maintain their independence and freedom of choice. Each member has a personal plan of care, developed specifically for their individual needs. We advocate for the rights of elders, helping them and their caregivers to understand and navigate the MassHealth and Medicare systems.

Caritas Christi physicians and hospitals, with a longstanding reputation of excellence in elder services, are Senior Whole Health's initial providers. We have a broad network of specialists and other providers that cover the range of services available to our members, and are continuing to expand the number of hospitals and doctors we work with to best serve our members.

Aging Services Access Points (ASAPs) and other community-based providers are our valued partners in coordinating services to members. ASAPs are non-profit organizations that provide and arrange a variety of community and home-based services, and are already servicing many seniors.

Our Model of Care

Senior Whole Health is not an HMO. Our mission is to promote optimal quality of life for members in their preferred place of residence by better coordinating their care. We combine assessment and treatment to minimize disability, promote positive health behaviors and maintain the health status of our members. Care can be delivered at home, in a community-based residential facility, or in a nursing home.

Coordinated, Integrated Care

Each member selects a Primary Care Provider (PCP), who is responsible for the overall direction of a member's care. Each member is also assigned a nurse coordinator and support team, who collaborate with the doctor on an ongoing basis. Our nurse coordinator is a "point person" for members, caregivers, doctors, specialists and social workers, and integrates medical and non-medical services into care plans.

Individual Care Plan

Individual care plans are based on assessments of each member's medical, functional, and mental health status, as well as their home environment and support systems. The plan is a detailed description of the scope, frequency, and duration of services to be provided to the member. The PCP approves the final plan which is then reviewed with the member, or the member's designated representative, before implementation. Regular reassessments ensure the continuing effectiveness of the care plan.

This new program addresses the medical and social support needs of seniors and their caregivers by coordinating physician, specialty and community support services into a full lifestyle approach.



We're

here

to help.

For additional information please contact us.

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Senior Whole Health is available in parts
of Essex, Middlesex, Suffolk, Norfolk, Bristol
and Plymouth counties



Coordinated Care for Seniors
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